

CLARENCE VALLEY COUNCIL

Position Description

Team Leader Customer Service

Directorate	Corporate and Governance Directorate
Location	Grafton
Classification/Grade/Band	Grade 11
Date position description approved	December 2021

Overview

With a large geographical area of 10,441 square kilometres and a population of almost 52,000 the Clarence Valley local government area is the gateway to the north coast of NSW and within easy driving distance of the south east Queensland. Encompassing beautiful beaches, stunning hinterland and the mighty Clarence River, the Clarence Valley is the ideal place for balancing work, life and relaxation. Clarence Valley Council is on an important journey in becoming a customer focused organisation that provides quality services in an efficient way.

Values



Primary purpose of the position

The Team Leader Customer Service leads and manages the day to day decision-making and community engagement of the Customer Service Team in the delivery of a positive customer experience and first point of contact resolution

Key accountabilities

Within the area of responsibility, this role is required to:

- Lead and effectively manage the Customer Service Team and to provide expert customer service advice to enable a positive customer experience
- Builds skill and capacity in the Customer Service Team in relation to Council knowledge and developing the necessary skills to ensure the needs of customers are met
- Assist the Coordinator Corporate and Customer Experience in developing collaborative working relationships and an effective network of both internal and external stakeholders to support and facilitate effective Customer Service.
- Ensure the Customer Service Team have development and training to meet the needs of the front-line position within Council
- Ensure all related policies and procedures are current, effective and efficient. Provide advice to Coordinator Corporate and Customer Experience for feedback and ensure processes are up to date

Key challenges

- Influencing the greater workforce to collaborate and engage on a range of customer focussed projects ensuring procedures are developed and maintained with business needs front of mind.
- Managing work priorities effectively and completing multiple customer focussed projects within required timeframes, resources and to agreed standards.
- Supporting Customer Service Staff with challenging and difficult customers and resolving any issues/concerns a time of contact

Key internal relationships

Who	Why
Manager Information & Corporate Systems	<ul style="list-style-type: none"> Liaise to obtain strategic direction and guidance on Customer Service matters, and seek advice on emerging issues.
Information & Corporate Systems Team	<ul style="list-style-type: none"> Liaise to provide day to day direction and guidance on Customer Service matters. Communicate strategic priorities and direction from Manager Information and Corporate Systems to the Team. Provide leadership, support and guidance to inspire and motivate the team to deliver high quality, effective, people-focused services
All Council Staff	<ul style="list-style-type: none"> Collaborate to ensure that Customer services are aligned with business needs and strategic direction

Key external relationships

Who	Why
General Public, Government Agencies, private organisations	Provide services and information that meet or exceed customer expectations

Key dimensions

Decision making

Makes decisions and acts within Council's core values, ethical standards, strategic plans, policies and priorities, legislative and regulatory frameworks, delegations, agency policy and procedural frameworks and guidelines.

Reports to	Manager Information and Corporate Systems
Direct reports	13 Direct reports including: <ul style="list-style-type: none"> Senior Customer Service Officer Customer Service Assistant Customer Service Officers Customer Service Trainee
Indirect reports	Nil






Essential requirements

- Tertiary qualifications in business, customer service or administration; or equivalent relevant industry experience;
- Demonstrated ability to lead a team and the ability to support staff by working alongside them
- Current Drivers Licence

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at www.lgnsw.org.au/capability

Below is the full list of capabilities and the level required for this position. The focus capabilities are in bold. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Manage Self	Adept
	Display Resilience and Adaptability	Adept
	Act with Integrity	Adept
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Create and Innovate	Adept
	Deliver Results	Adept
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 Workforce Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Adept
	Lead and Manage Change	Adept

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework

Capability Group	Capability Name	Behavioural Indicators
Personal Attributes Demonstrate Accountability	Adept	<ul style="list-style-type: none"> Is prepared to make decisions within own level of authority Takes an active role in managing issues in the team Coaches team members to take responsibility and follow through Is committed to safe work practices and manages work health and safety risks Identifies and manages other risks in the workplace
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> Demonstrates a sound understanding of the interests and needs of customers and the community Takes responsibility for delivering quality customer-focused services Listens to customer and community needs and ensures responsiveness Builds relationships with customers and identifies improvements to services Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> Consults on and delivers team/unit goals and plans, with clear performance measures Takes into account organisational objectives when setting and reviewing team priorities and projects Scopes and manages projects effectively, including budgets, resources and timelines Manages risks effectively, minimising the impacts of variances from project plans Monitors progress, makes adjustments, and evaluates outcomes to inform future planning
Resources Technology and Information	Adept	<ul style="list-style-type: none"> Selects appropriate technologies for projects and tasks Identifies ways to leverage the value of technology to achieve outcomes Ensures team understands their obligations to use technology appropriately Ensures team understands obligations to comply with records, information and knowledge management requirements

Local Government Capability Framework

Capability Group	Capability Name	Behavioural Indicators
Workforce Leadership Manage and Develop People	Adept	<ul style="list-style-type: none"> • Seeks to understand the individual strengths, weaknesses, goals and concerns of team members • Defines and communicates roles and responsibilities and sets clear performance standards and goals • Coaches team members to help improve performance and development • Regularly discusses performance with team members and provides accurate, constructive reviews • Identifies suitable learning opportunities, including stretch assignments, based on individual needs, interests and goals • Addresses team and individual performance issues, including unsatisfactory performance, in a timely and effective way